

FIG 1

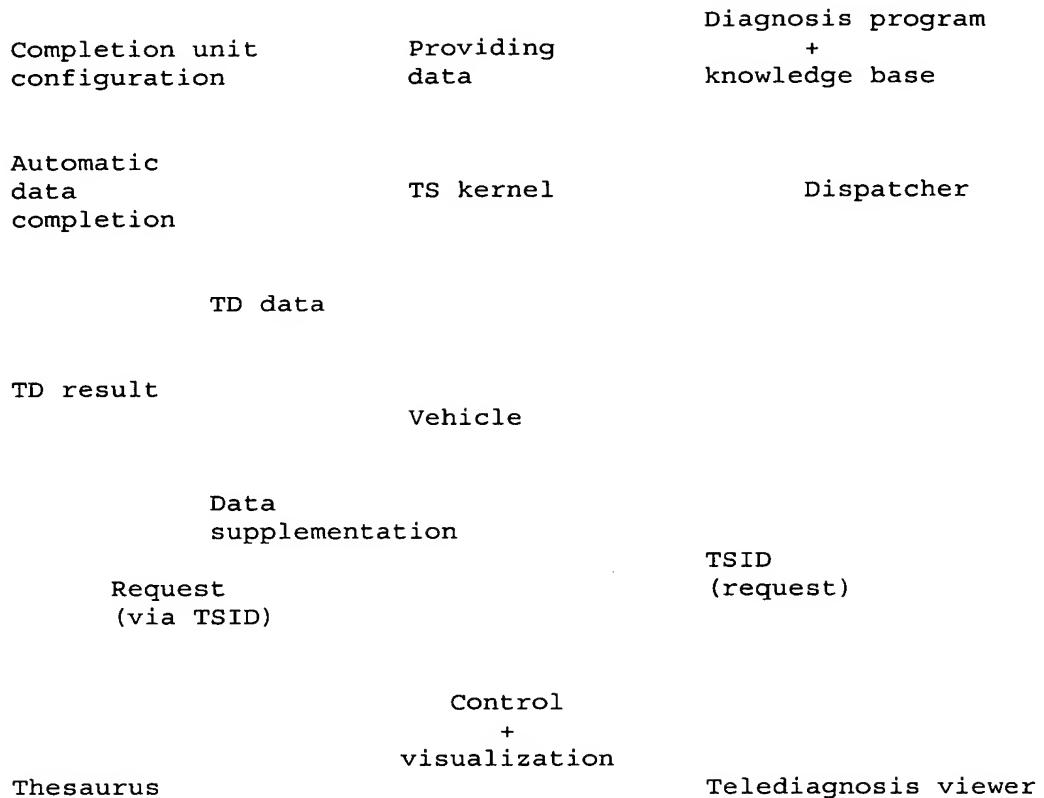


FIG 2

[see source for FIG 3]

Dispatcher
CSR selected
TS kernel Generating

FIG 4

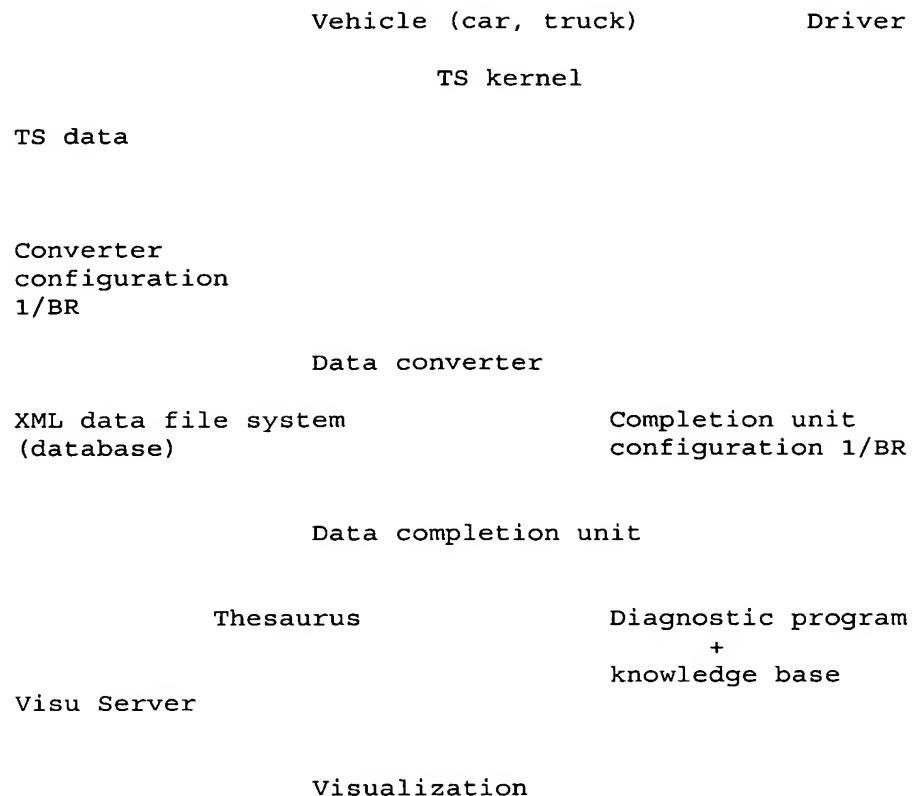


FIG 5

DAS

SGS data file	Text generator	Vehicle text list for BR	Thesaurus
Control unit structure			
Control unit variants			Linker
SMS data packet	Analysis of SMS data packets	Processed and structured TD data	Vehicle output data file
CAN matrix			SAS DB

Variant handling

FIG 6

D:\SAS homepage\home (V2.0).HTM Microsoft Internet Explorer

Address _____ **Change to** _____

Welcome to the
Service Assistance System (SAS)

TSID: 1-2P21EM
Full report Date/Time: 2/1/03, 9:14:04 p.m. CET
o
Small report Vehicle data:
o VIN
German Mileage

Start Reset

Vehicle condition:

ESP information light	flashing
High beam driver's side	defective
Motor oil level	minimum reached

Defects found:

ESP (electric stability program)	
C0815	rpm sensor interrupted
C4711	Steering angle sensor not initialized
SRS (airbag)	
B1234	Line to belt lock front left has short circuit to ground
B9876	Coding for side airbag rear not correct

FIG 7

[see source for FIG 8]

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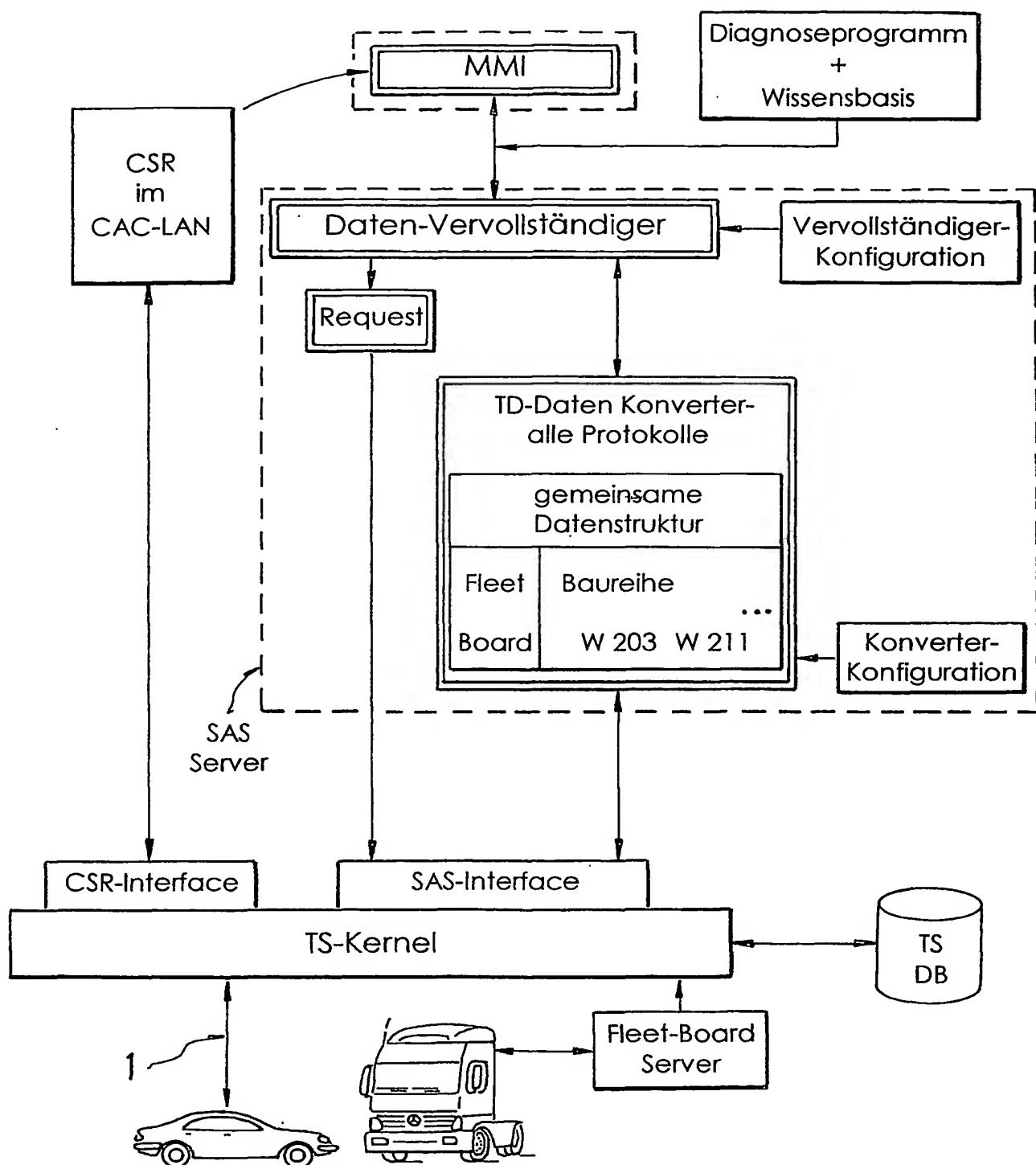


FIG. 1

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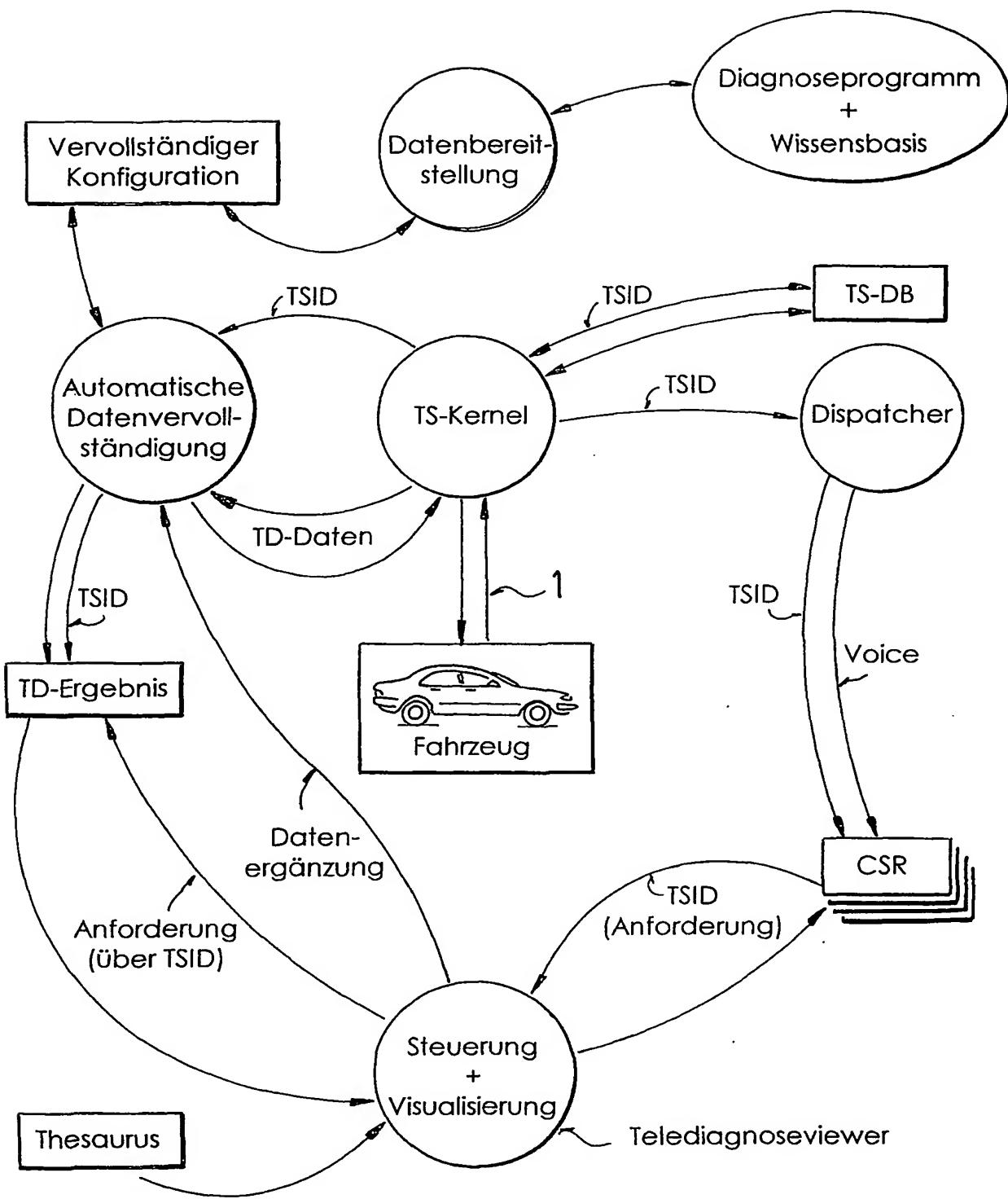


FIG. 2

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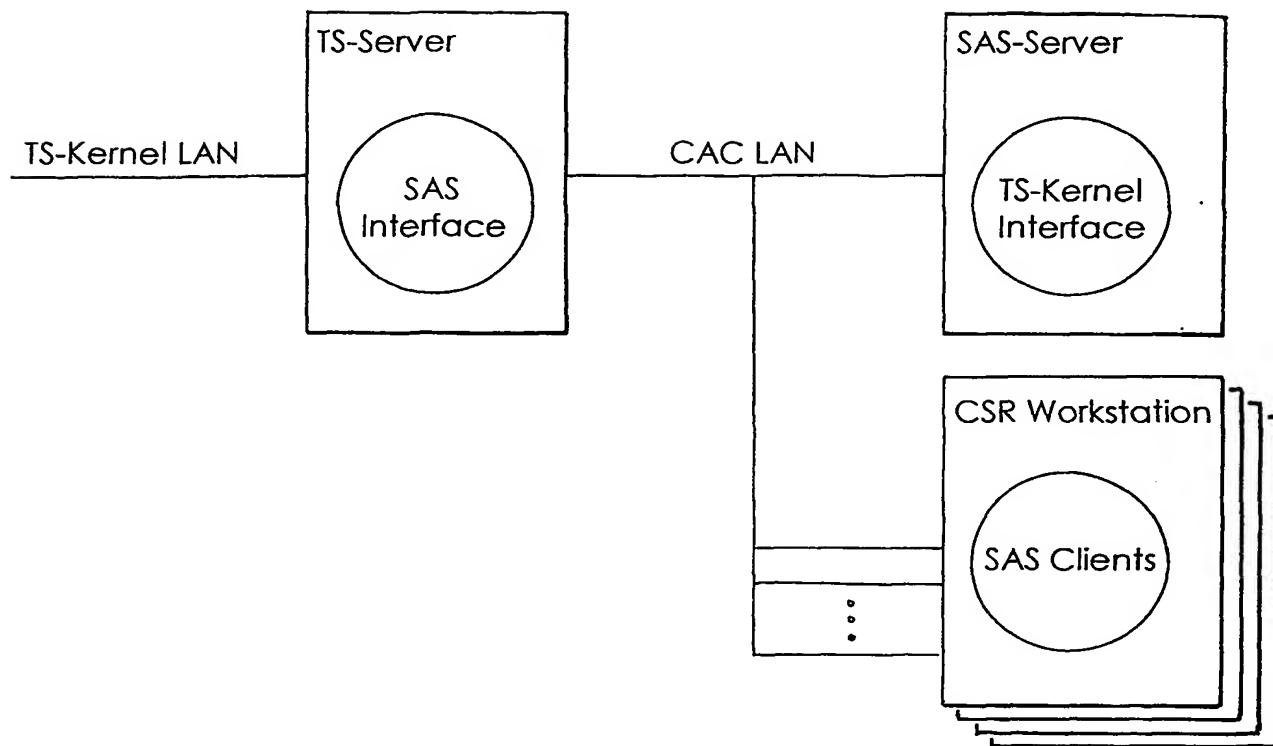


FIG. 3

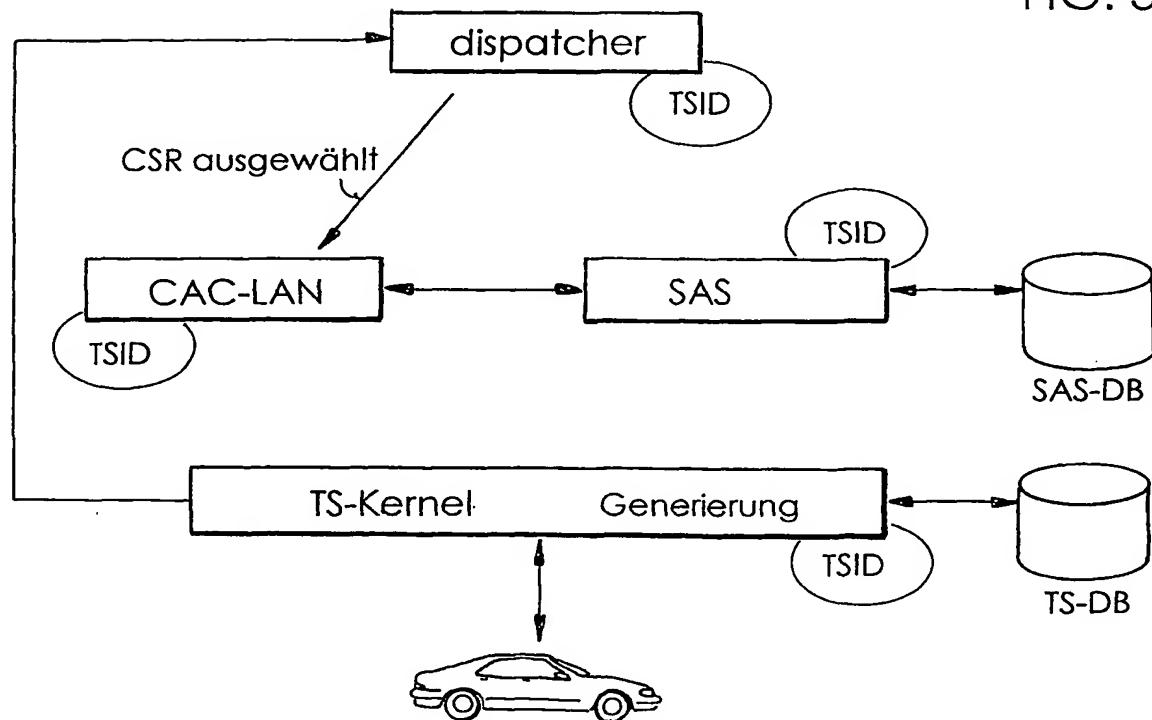


FIG. 4

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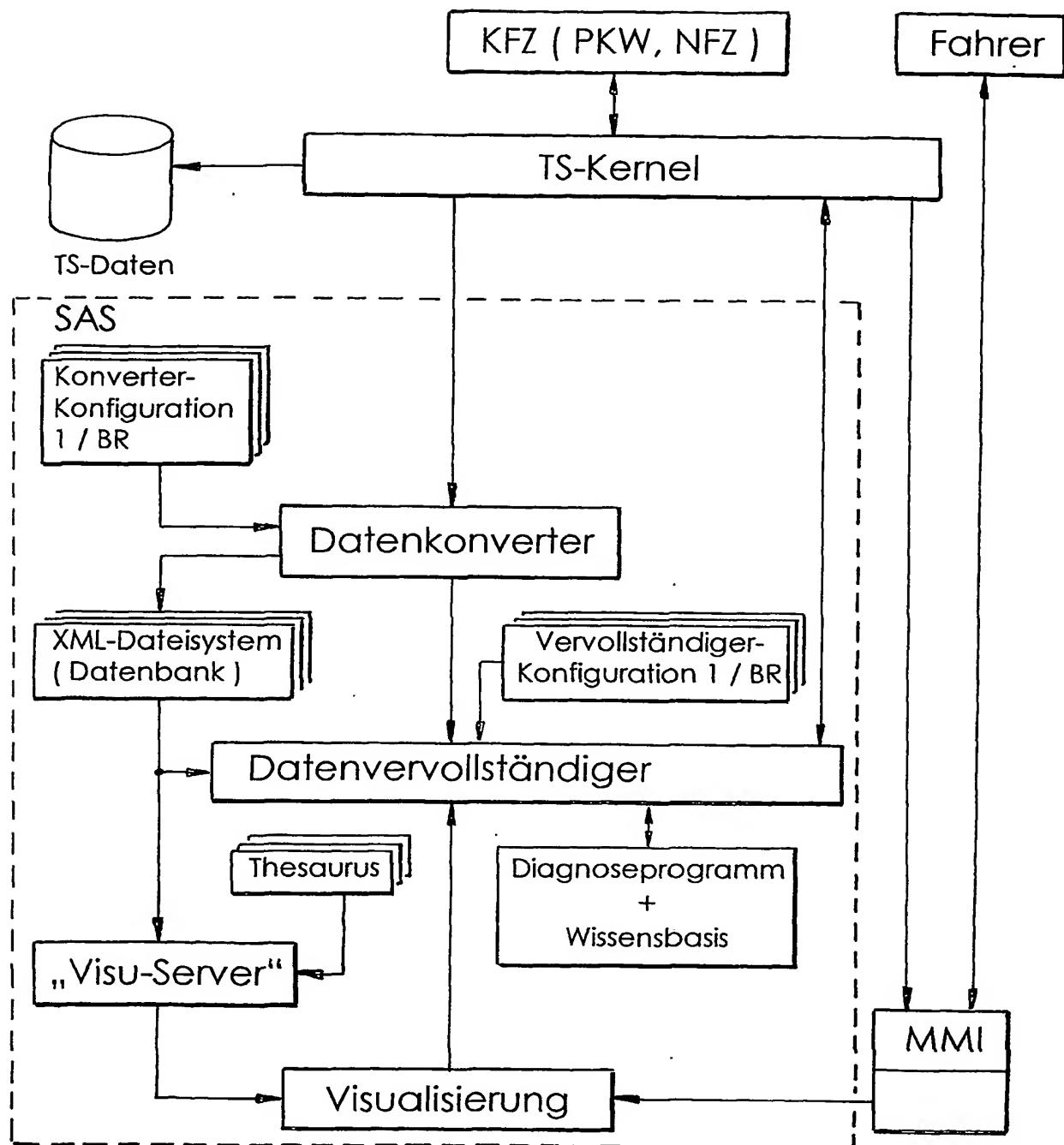


FIG. 5

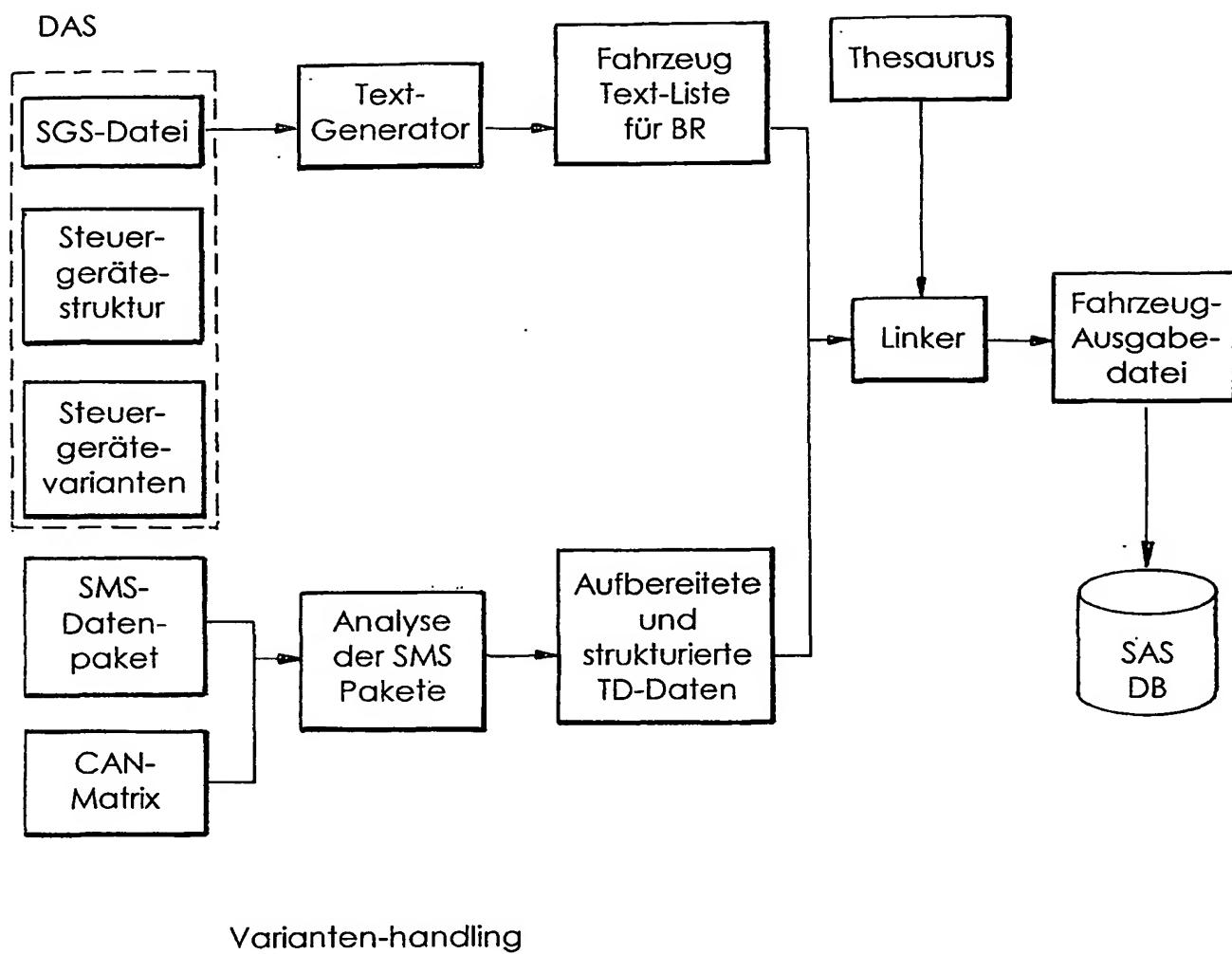


FIG. 6

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D:\SAS Homepage\home(V2.0).HTM-Microsoft Internet Explorer

Adresse D:\SAS Homepage\home (V2.0).HTM Wechseln zu

Willkommen beim
Service Assistance System (SAS)

TSID 1-2P21EM Full Report o Small Report o Deutsch Start Zurücksetzen	TSID: 1-2P21EM Datum/Uhrzeit: 01.02.03/21:14:04 MEZ Fahrzeugdaten: FIN WDB211086ABCDEF12 KM-Stand: 123 456 km Fahrzeugzustand: ESP-Infolampe blinkend Fernlicht Fahrerseite defekt Motor-Ölstand Minimum erreicht Vorhandene Fehler: ESP (Elektr. Stabilitätskontrolle) C0815 Drehzahlsensor hat U' Brechung C4711 Lenkwinkelsensor nicht initialisiert SRS (Airbag) B1234 Leitung zum Gurtschloß VL hat Kurzschluß nach Masse B9876 Codierung Sidebag hinten nicht korrekt
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FIG. 7

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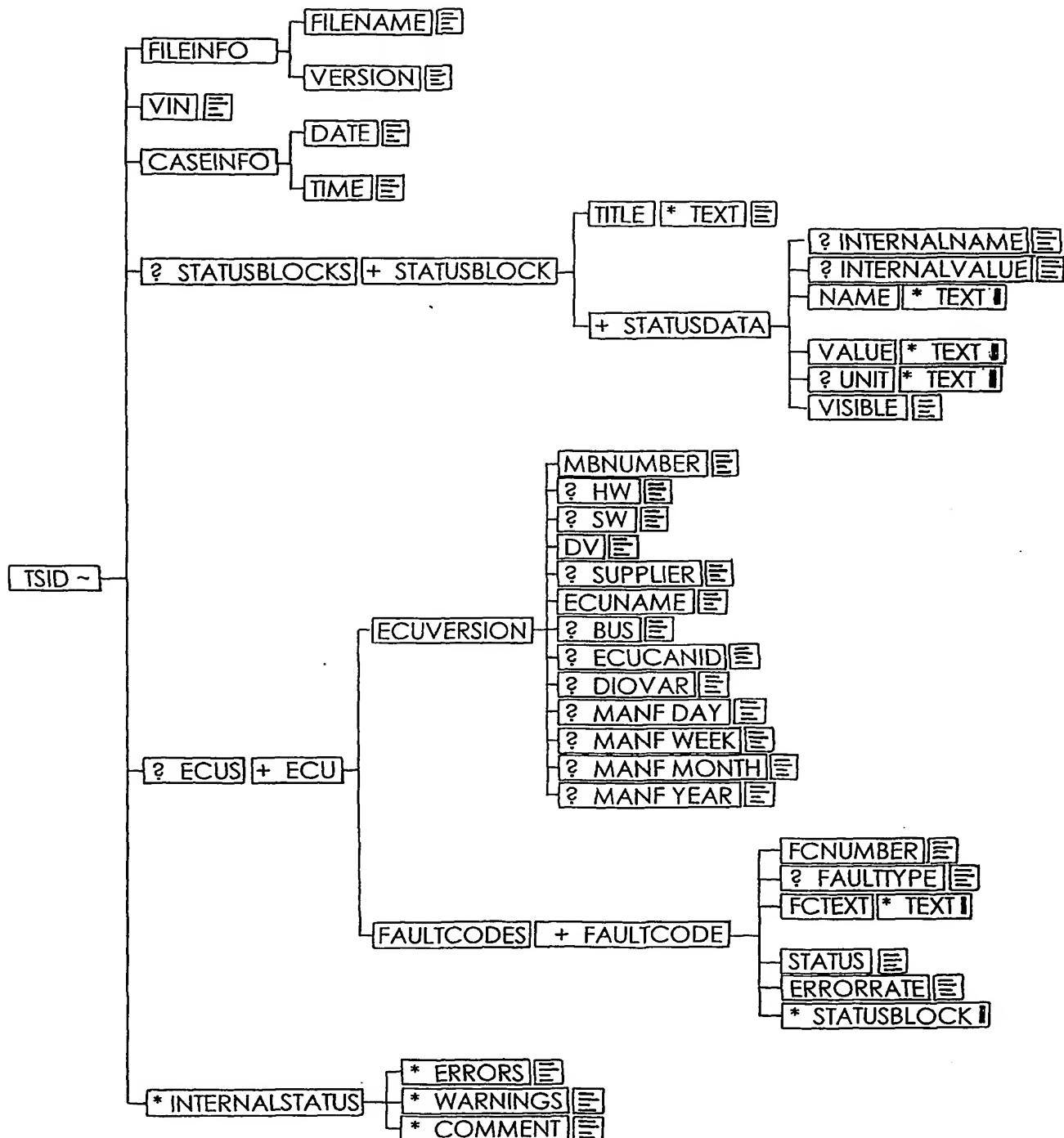


FIG. 8